

Watson Library enhancements to include new service desk

The University of Kansas Libraries is adding a new service desk to Watson Library to enhance the user experience and draw attention to new and existing resources.

The desk, which will be installed during the summer break, will replace the current, temporary desk on the main level of the library. This is the first phase in a concerted effort to improve staff visibility and create a warmer, more welcoming environment for library patrons. The improvements are being made in response to user needs expressed in a recent survey.

Lorraine J. Haricombe, dean of libraries at KU, said making patrons feel at home can lead to further engagement with library staff and services.

"Time and time again, research has shown a strong correlation between a positive change in the physical environment of a library and a dramatic increase collection use," she said. "The more comfortable our patrons are, the more likely they are to interact with our librarians and utilize our collections."

Plans for Watson Library's third floor, one of the highest traffic areas in the library system, include new carpeting, furniture and an expanded user workspace. The installation is funded by private and public funds earmarked for facilities.

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